

JOB TITLE: Helpdesk Support – Data Collections Specialist I
DEPARTMENT: Instructional Services
REPORTS TO: Director of Migratory Education and Assessment
FLSA STATUS: Exempt
PREPARED BY: Human Resources

PRIMARY ROLE:

This is an entry level grant-funded position responsible for providing tier one customer helpdesk support for educators in Oregon who have questions about select Oregon Department of Education data collections, business rules, data submission, error correction, audit and validation reviews. There is an expectation that people successful in this role will advance to higher tiers of collection and accountability support.

QUALIFICATIONS:

- To perform this job successfully, an individual must be motivated to become proficient in each responsibility and essential function of the position and possess strong office and computer skills. The requirements listed below are representative of the knowledge, skill, and/or ability required. Individual will hold a valid driver's license and have reliable, insured transportation. If selected for the position, individual will complete a pre-employment background check. On-the-job training will be provided for the collections and validations we support.

EDUCATION/CERTIFICATION/EXPERIENCE:

- Associate's Degree or higher preferred
- Experience using Microsoft Office or similar software
- Experience working in an office providing customer service support preferred
- Experience with ODE collections and statewide summative assessments preferred

REQUIRED SKILLS:

- Computer skills necessary to complete the job, and adept at learning new technology
- Intrinsically motivated to learn and grow and be a contributing member of a team
- Ability and willingness to follow directions and follow IMESD guidelines, rules and procedures
- Provide accurate and thorough responses with attention to detail
- Research and synthesize information using ODE documentation and resources
- Excellent organizational skills and the ability to prioritize and multi-task
- Adaptability when shifts in priorities arise and flexibility and cooperation with team members
- Communicate accurately, timely, and clearly in person, on the phone and in written communications demonstrating critical thinking by analyzing and problem-solving the issue presented
- Exhibit professionalism by cultivating positive relationships, empathy, patience and effective listening
- Work cooperatively with, and utilize the knowledge of team members daily
- Cultivate positive and professional relationships, and show sensitivity to individual differences
- Maintain integrity and confidentiality
- Exhibit regular punctuality and attendance
- Manage time efficiently and effectively
- Prioritize workload to accurately meet job requirements and timelines
- Maintain organization and safety in the work environment
- Provide your best effort and perseverance to achieve goals
- Resolve conflicts in a professional manner

RESPONSIBILITIES and ESSENTIAL FUNCTIONS

- 1) Act as tier one customer helpdesk support, first point of contact for select Oregon Department of Education data collections that schools are required to submit to the state.
 - a) Maintain expert knowledge of ODE documentation with ability to locate references in a timely manner.
 - b) Respond to support requests from users by phone, e-mail and in-person in a timely manner, utilizing ODE applications and resources on a Virtual Private Network (VPN).
 - c) Maintain an expert knowledge level in data collection support including business rules, reporting, resolving errors and warnings, and audit review.
- 2) Bring working knowledge of computers and business applications, and ability to expand knowledge in Microsoft Office, internet browsers and other applications and technologies.
- 3) Each year, read and develop a working knowledge of all applicable ODE documentation; review and provide feedback on ODE training materials, manuals, user guides, IMESD Accountability, Collections, and Assessment website and other communications.
- 4) Communicate effectively, in person, on the phone and via e-mail, with customers, vendors and other support service agencies' staff at all levels.
- 5) Work as a member of a collaborative team with the InterMountain ESD, Regional ESD Partners, the Oregon Department of Education, and others as appropriate, including taking part in regular conference calls and trainings. Relying heavily and frequently on the IMESD team members for leadership, guidance and support in responding to questions, keeping in mind that artificial intelligence will not be a tool used to respond to questions from schools.
- 6) Maintain confidentiality in regard to sharing information and observing Family Educational Rights and Privacy Act (FERPA) laws.
- 7) Provide technical helpdesk assistance to public schools, educational programs and school districts with:
 - a) Supported ODE data collections and validations
 - b) Communicating best practices, business rules and deadlines
 - c) Observing Family Educational Rights and Privacy Act (FERPA), ethical test practices and sharing of data
 - d) Accessing data and filtering results
- 8) Possess excellent organizational skills. Create, maintain, prioritize, schedule, and communicate a list of tasks to be completed throughout the year.
- 9) Complete tasks accurately and in a timely manner with attention to detail.
- 10) Provide professional, friendly and knowledgeable customer service by exhibiting empathy, patience and effective listening, and demonstrating critical thinking by analyzing and problem-solving the situation and communicating clearly.
- 11) Cooperatively work as a team member, utilize other team members as a resource and remain open to constructive feedback.
- 12) Recognize and balance the necessity of working independently without detailed supervision and consulting team members for answers to questions from the field.
- 13) Share an office with other staff and work in a fast-paced environment and focus with multiple conversations going on at the same time.
- 14) Ability to multi-task priorities when it is busy and be productive when the workload shifts.
- 15) Ability to learn from written and digital material, search through ODE online resources and documentation, reference facts and synthesize information for end users.
- 16) Maintain a support log.
- 17) Backup support for the Assessment helpdesk, completing all District Test Coordinator training and reading requirements, and performing User Acceptance Testing.
- 18) Using an IMESD vehicle, will be required to travel between Pendleton and Hermiston offices to work with team members in-person, and may occasionally be required to travel on overnight assignments with team members.

Other Duties:

- Perform other reasonable duties that may be assigned to meet the usual and unusual demands placed on the organization.

EFFORT:**Mental:**

- Receive diverse questions, research responses, confirm with team, and respond in a timely manner.
- Ongoing shifts in priority and demands require the need for review and team consultation.
- The mental demands described in the Responsibilities and Essential Skills above are representative of those that must be met by an employee.

Work Place:

- Comply with IMESD policies and procedures
- Proficiently meet IMESD Employee Evaluation Standards
- Dress in a neat, clean, and professional manner appropriate for the assignment and work setting
- Confer regularly with immediate supervisor
- Use and maintain IMESD building property, equipment and materials appropriately, maintaining security and safeguarding data.
- Complete required annual trainings assigned by IMESD
- Fulfill duties for Mandatory Reporting of suspected child abuse or neglect
- This position may involve travel throughout the IMESD service area, which requires employee to hold a valid driver's license, have reliable transportation and insurance.

Physical:

- The physical demands described below are representative of those that must be met by an employee to successfully perform the responsibilities and essential functions of this job.

PHYSICAL REQUIREMENTS FOR RESPONSIBILITIES AND ESSENTIAL FUNCTIONS**In 8-hour workday, this job requires:**

R - Rarely (Less than .5 hrs per day)

O - Occasionally (.5 – 2.5 hrs per day)

F - Frequently (2.5 – 5.5 hrs per day)

C - Continually (5.5 – 8 hrs per day)

NA – Not Applicable

Physical Requirements	NA	R	O	F	C
Sitting				X	
Stationary Standing				X	
Walking (level surface)			X		
Walking (uneven surface)			X		
Crawling		X			
Crouching (bend at knees)		X			
Stooping (bend at waist)		X			
Twisting (knees/waist/neck)			X		
Turn/Pivot			X		
Climbing (stairs)		X			
Climbing (ladder)		X			
Reaching overhead			X		
Reaching extension			X		
Repetitive use arms				X	
Repetitive use of wrists				X	
Repetitive use hands squeezing			X		
Fine manipulation				X	
Using foot control		X			
Pushing/Pulling - Maximum weight: 40 lbs.			X		
Lifting/Carrying - Maximum weight: 40 lbs.			X		

WORKING CONDITIONS:

- This position involves working at IMESD campuses and/or school districts within the IMESD service area.
- This position is a full time, grant-funded 230 – 240 day (TBD at time of hire), twelve month position. The workweek is M-F, 8 hours a day. There will be occasional prolonged and/or irregular hours.
- Employee could be exposed to blood or other potentially infectious materials or illnesses during the course of duties.
- Any changes in contract days will be stipulated in each individual contract. Salary and benefits are established through a negotiated agreement between the IMESD Employee Group and the IMESD Board of Directors.
- Employee schedule and assignment to be established by Director and/or Assistant Superintendent.

ADDITIONAL INFORMATION:

Employee Unit: IMESD Professional, At will
Pay Grade: Column 1 - Step 1 to Column 1 - Step 5
Fringe Benefits: Full health benefits
Retirement: PERS position
Paid Leave: 4-6 Personal Days/Year, 8-9 Paid Holidays/Year (depending on 230-240 workdays)
Approved by: HR Director
Last revised: July 23, 2025

NOTE:

IMESD believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned responsibilities. Therefore, this position description is designed to define essential knowledge, skills, responsibilities, effort and working conditions but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer their services wherever and whenever necessary to ensure the success of the District's goals.

EMPLOYEE STATEMENTS:

"I have reviewed the above position description and understand its contents."

"I am aware that my position description may be revised and updated at any time and once notified of changes, I remain responsible for knowledge of its contents."

"I am aware that my position description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment with IMESD."

"I hereby certify that I possess the physical and mental ability to fulfill the essential responsibilities/functions with or without accommodation(s). If I require accommodation(s) in order to fulfill any or all of the essential responsibilities/functions, I agree to provide information to the District regarding the requested accommodation(s)."

Employee Name (print)

Employee Signature

Date

Supervisor Name (print)

Supervisor Signature

Date